

12-2018

UCF Libraries Application for the 2019 ACRL Excellence in Academic Libraries Award

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Thinking Big at UCF Libraries

2019 ACRL Excellence in Academic Libraries Award Application



UCF

Libraries

UNIVERSITY OF CENTRAL FLORIDA



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Submission at a Glance

UCF librarians and staff work together as a cohesive team to further the educational mission and five goals of the University of Central Florida. We strive nonstop to support the success of students and faculty by devising creative and innovative projects, fostering dynamic faculty and student relationships, and leading exemplary partnerships and programs.

To succeed in offering the best undergraduate education available in Florida, we have created a Subject Librarian team that supports each academic program at UCF (p20); an Engagement Librarian team that focuses directly on targeted populations (p19); an instruction team that teaches information literacy skills to students in all modalities (p21); an “Ask Us” virtual reference team that supports online and off-campus students (p24); a “Value of Libraries” assessment team that connects library services to student success (p16); a “Textbook Affordability” team that champions OERs (p12); an outstanding track record of student support in winning Tech Fee awards (p14); and we’re designing a student-centered 21st Century Library (p11).

To succeed in achieving international prominence in key programs of graduate study and research, we have created the position of Graduate Engagement Librarian to advance UCF Graduate programs and organize outstanding graduate workshops (p19); a Global Engagement Librarian to foster the success of international graduate students (p19); and Subject Librarians to support visiting international graduate students (p20).

To provide international focus to our curricula and research programs, we have created an Institutional Repository that provides a high impact platform for extending the reach of UCF curricula and research throughout the world (p15); and our Library teams’ presentations, publications, service, and awards have an impact across the globe (p40).

To succeed at becoming more inclusive and diverse, our library teams collaborate with faculty and campus partners to lead outstanding programs that celebrate diversity and promote an inclusive environment (p33); and UCF Librarians won ALA’s 2015, 2016 & 2017 Carnegie-Whitney Award for creating the DIVERse Families Bibliography (p32).

To succeed at becoming America’s leading partnership university, UCF Librarians are stationed at six state college campuses as part of the “UCF Connect” program (p29); in fall 2019, UCF’s brand new Downtown Orlando Campus, partnering with several jurisdictions, will open with a new UCF Library (p14); Library teams created a “Research Lifecycle at UCF” model which connects researchers to library and university services (p15); UCF Libraries is a partner in ASERL’s Centers of Excellence Collaborative Federal Depository Program (p31) and leverages its Patent & Trademark resources to support the Central Florida region (p31); and UCF Libraries partners with local, state, and national organizations (p30).

The ways library users are changed as a result of their contact with UCF Libraries’ resources and programs: Selected outcomes

UCF Libraries’ Value of Libraries assessment project (p16) shows that: The academic performance of UCF students is improved through their contact with services that include: (1) face-to-face library instruction; (2) online library instruction; (3) research consultations; (4) use of group study rooms.

The UCF Textbook Affordability project (p13) shows that: Since spring 2016, 122 unique faculty teaching 274 sections have reached 12,314 students, potentially saving them \$1,050,172.

UCF Libraries’ institutional repository (p15) metrics show that: The scholarship of UCF faculty and students is being shared with individuals in countries around the world.

PROGRAMS 95 bachelor's
87 master's
31 doctoral

Highest Research Activity
by the Carnegie Foundation for
the Advancement of Teaching

329,620
(as of August 2018) **DEGREES
CONFERRED**

awarded to Bright
Futures students **\$32** MILLION

68,000+
STUDENTS

316 National
Merit
Scholars

25 GRADUATE
PROGRAMS
in the Top 100
by U.S. News & World Report's
Best Graduate Schools 2019

UCF is ranked as one of the nation's
most innovative colleges by U.S. News &
World Report, and is the only school in
Florida to hold this accolade.

\$183 MILLION
RESEARCH
FUNDING 2018-19



The Gates Come to Visit

"UCF is challenging this storyline by proving that a university can have it all: a large, diverse student population, high standards, and affordable tuition," Gates wrote. "Since 1992, UCF has managed to triple the size of its student body to 66,000 students while at the same time reducing cost, boosting its graduation rate, and expanding access for low-income and first-generation students."

"We've had great success partnering with UCF to recruit and hire their graduates," says Jamie Harper, vice president of U.S. education at Microsoft. "We look forward to expanding our relationship with UCF, to share ideas, broaden our efforts across the campus, and continue to help faculty transform learning."

HISPANIC SERVING INSTITUTION

26%
18,000
STUDENTS

UCF's strength comes from our diversity of students, faculty and staff. We are proud that nearly 18,000 of our students are Hispanic, and we now join the more than 490 universities and colleges that identify as Hispanic-serving institutions.

MICROSOFT FLAGSHIP SCHOOL



"I'm deeply committed to lifting lives and livelihoods through knowledge," Whittaker says. "Our core mission as a university is knowledge, and the impact is advancing people's lives economically and socially for generations."

At UCF, we believe that bigger is better – and universities must harness their size with a constant pursuit of excellence to have the greatest impact on the world around them. As UCF's fifth president, I am committed to making UCF the preeminent research university for the 21st century. That means continuing UCF's remarkable trajectory in academics, athletics, research and community impact while staying true to our values of expanding opportunity and demanding excellence.

As the nation's largest source of talent and best university partner, UCF will set an example for what higher education can and should be for the rest of the nation. As its chief storyteller, chief fundraiser and No. 1 fan, I believe in the power of our people to make Central Florida a fantastic place to learn, live and work – with the best yet to come!

Charge On!

UCF's Goals

1. Offer the best undergraduate education available in Florida
2. Achieve international prominence in key programs of graduate study and research
3. Provide international focus to our curricula and research programs
4. Become more inclusive and diverse
5. Be America's leading partnership university





In 2018 UCF received exceptional media attention

The *Chronicle of Higher Education* showcased UCF’s president, John C. Hitt, in its July 20, 2018 cover story “[This President tripled the size of his university.](#)” The CBS news program *60 Minutes* paired UCF with Bill and Melinda Gates in its April 29, 2018 telecast that focused on the [Gates visit to UCF on October 25, 2017](#).

UCF has grown exponentially in response to the intense demand for higher education in the Central Florida region. In doing so it has dramatically expanded university access to underserved students. The proportion of minorities enrolled rose from 16 percent in 1991 to 47.3 percent in fall 2018 and the percentage of students eligible for Pell Grants grew from 27 percent in 1991 to 41 percent in 2017.

In fall 2018, [Diverse Issues in Higher Education recognized UCF for graduating the second-highest number of minorities in the nation.](#) One of every five of UCF students is the first in their family to attend college. Over the past decade, UCF has more than doubled the number of bachelor’s degree graduates for students who come from low-income and minority backgrounds. In the past five years alone, nearly 18,000 first-generation students and more than 33,000 students who are eligible for Pell Grants have earned bachelor’s degrees at UCF.

UCF Libraries works nonstop to support the success of UCF students through its innovative service models, dynamic partnerships, outstanding collections, and user-centered facilities

UCF’s **Subject Librarian model** makes sure that every student and faculty member has a “one-stop” librarian to support all library-related facets of their teaching, learning, and research activities. UCF’s **Engagement Librarian model** supports specific targeted student populations such as First-Time-in-College students, Transfer students, Online students, International students, Graduate students, and Undergraduate research and honors students.

UCF’s **Instruction Librarians** teach Information Literacy skills to students at all levels via online and face-to-face modalities; its **Ask Us virtual reference team** supports online and off-campus students; its Textbook Affordability team champions OERs and library-sourced textbook materials.

UCF Libraries’ outstanding collections include over 1.6 million print volumes, 3 million microforms, 300,000 government documents, 59,000 media titles, and 68,000 e-journals. The Libraries also includes Federal and Florida Public Documents Centers as well as a U.S. Patent and Trademark Center. Its Special Collections/University Archives Dept. includes exceptional West Indies and Caribbean resources, and an excellent Book Arts collection.

Outstanding new library facilities are being designed that put student needs front and foremost. UCF’s John C. Hitt Library, on the main Orlando campus, just completed Phase 1 of its **21st Century Library re-design and Automated Retrieval Center and the new Downtown Orlando campus and library** will open in Fall 2019. UCF Libraries partners with all 40 public academic libraries in the Florida Academic Library Services Cooperative, sharing a catalog and statewide collection of online journals and e-resources

By providing information resources and services, facilities and technology, the University of Central Florida Libraries supports learning and teaching, research, creation of knowledge, intellectual growth, and enrichment of the academic experience.

Our Mission

Employees and Locations

14 Locations
45 Full time Librarians
58 Full time staff
106 Student workers



Materials

399,993 Circulated
32,778 ILL Exchanged

Teaching

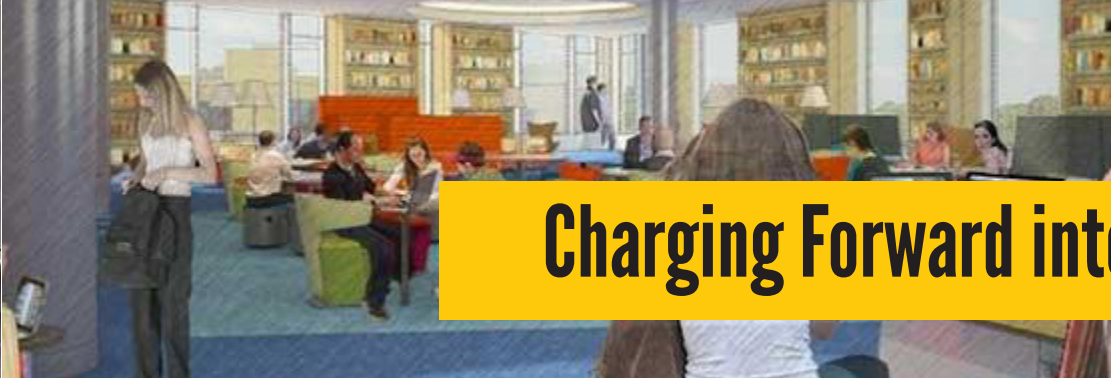
584 Courses
78 Workshops
14,455 Students Reached

Our Vision

The University of Central Florida Libraries, a center for discovery and intellectual enlightenment, offers outstanding resources and services in support of a large metropolitan research university. The Libraries partners with academic, professional, and local communities in sharing and developing resources, and fostering life-long learning and information skills.



Innovation & Creativity



Charging Forward into the 21st Century

The bold transformation of the John C. Hitt Library is well underway. Phase 1 of the 21st Century Library Project has been completed, and work has begun on Phase 1A.

The 21st Century Library has been designed and planned to support more than the explosive growth in enrollment. New learning and discovery technologies, collaborative and individual research and study, collections in a variety of formats with the breadth and depth to support new and expanding programs will be available to students and faculty in a welcoming, engaging and inspiring environment.

Phase 1 included construction of the Automated Retrieval Center (ARC), which will have a capacity of 1.25 million volumes, and will quickly supply students with requested titles. It is the first of its kind in Florida. Phase 1 also marked the completion of the 5th floor Quiet Study Zone, an area focused on the research, study, writing and coursework of individuals.

Phase1A, which began in June 2018, initiates the construction of the “Connector” building, which will connect the ARC to the existing library building. The Connector will offer a second library entrance, new library instruction classrooms, a multipurpose room, and 700 new seats for individual study and research.

Future phases of the 21st Century Library project will include space for graduate students, a digital commons, and a complete renovation of the existing library buildings.

New 5th Floor Quiet Zone



A quiet area dedicated to individual study, research, and reflection is part of the initial phase of the 21st Century Library project. Students have been requesting a silent study space, so it is appropriate that this is the first area of the new library to open for student use. Furniture selection is based on student testing and rating. The space accommodates 170 seats, 85% of which are within an arm's length of electrical power. Each seat is designed for individual work, to preserve an atmosphere of quiet; there is no group seating.

Championing textbook affordability for students


by Dr. Penny Beile
Associate Director, Research, Education, and Engagement

The University of Central Florida employs a variety of strategies to help reduce the cost of course materials. Over the past two years (since summer 2016), a working group composed of instructional designers and librarians has worked with other campus partners to help 122 unique teaching faculty transition from traditional textbooks to no/low-cost alternatives. These faculty have taught 274 course sections, in turn saving over 12,314 students more than \$1,050,172. Metrics are regularly reported to institutional effectiveness for Board of Governors performance funding reports and to Business Services for compliance with the FL Statute 1004.085 legislatively mandated report.

The working group has employed a variety of models to help reduce costs: adopt an existing OER (like OpenStax); create an OER using copyright compliant, openly accessible materials; and use library ebooks as one-to-one replacements of the current textbook. The third model is a fairly complex process on the front end, but only requires faculty to update their syllabi, which has translated to a high success rate. This fall semester a print textbook reserve collection was added, with an emphasis on high DFW, high enrollment GEP classes. This collection supports over 13,000 students enrolled in 432 sections with initial funding provided by the library.

Our work with the faculty development center has been especially fruitful. They provide staff partners and programs which allow us to offer textbook affordability sessions directly to faculty. These programs include faculty development institutes and conferences, Teaching and Learning Days, and the GEP “refresh” initiative. From there we have productively transitioned individual faculty to no/low-cost course materials and been invited to present at department meetings, where we have

Over half of UCF students have not purchased their textbooks due to cost



Need a textbook?

Check to see if the library has it!

bit.ly/UCFTextbooks

been asked to help transition all departmentally-assigned course materials to no/low-cost alternatives. Recently we presented the topic to the Faculty Senate, which assigned it to committee, and met with the Student Government Association, which allocated additional funding to support the print textbook reserve collection.

A significant amount of effort has been devoted to marketing and outreach, with audiences consisting of faculty, campus partners (such as transfer services, advisors, and other student academic support groups), administrators, and students. In addition to the expected outcomes of reduced course materials, a textbook affordability / student success librarian position recently was funded out of the Provost’s Office.

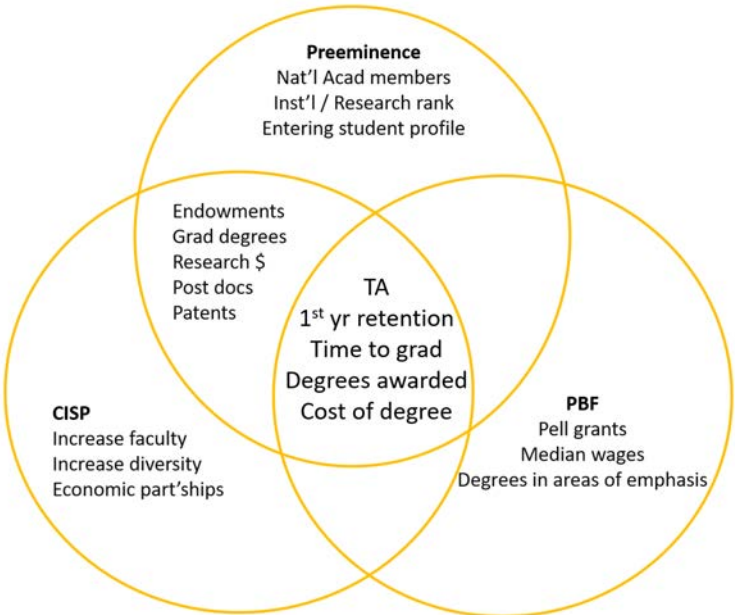
This illustrates that the topic is of interest to administrators and that they think it has the potential to positively impact student success, performance funding, and institutional goals.

At the time of this writing the library is working with online education to explore an OER-hosting platform, support six faculty who received a state-level grant to create OER in the humanities, and pursue a program that identifies courses with low-cost materials.

	Unique Faculty	Sections	Students	Potential Savings
Create an OER	3	10	530	\$37,100
Replace with a library ebook	9	222	7,805	\$495,949
Adopt existing OER	10	42	3,979	\$514,123
TOTAL	122	274	12,314	\$1,050,172

Additional Positive Outcomes

Student Success/Textbook Affordability Librarian Approved for UCF Libraries!



Because of the Libraries’ Textbook Affordability success, UCF Libraries is now included in the UCF Student Success Investment Model Committee. This committee was formed by the Provost as a way for units that do not have access to student enrollment-generated funds to present proposals and have access to funds for innovative projects that support student success. Through membership on this committee, the Libraries successfully presented documentation and evidence of the need for a student success/textbook affordability librarian.

Diagram showing that Textbook Affordability (TA) initiative impact on student academic performance supports major UCF institutional goals.

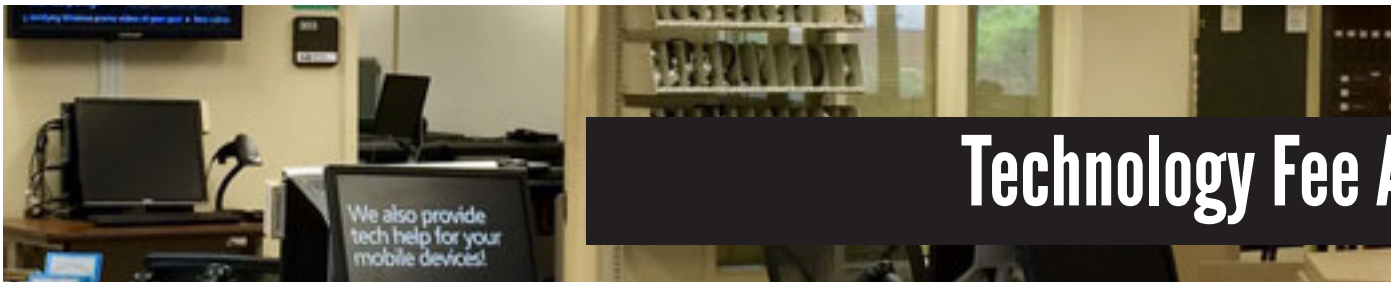


UCF Downtown

Approximately 5,400 UCF students and 2,300 Valencia College students are projected to attend classes at [UCF Downtown](#) when the campus opens in Fall 2019. With approximately 7,700 students, UCF Downtown will bring a vibrant campus to the heart of downtown Orlando.

UCF and Valencia College share a long history of partnering together to advance educational opportunities and access across Central Florida through programs like DirectConnect to UCF. The institutions will share academic space **(including a shared library)** on the new campus and will partner together on academic program offerings and student support services.

The library at the downtown campus will feature a 10,000 volume collection, seating, and study space for students. It will be staffed by UCF and Valencia librarians, and offer reference and research consultations for students and faculty in the programs moving downtown. Degrees initially offered on the downtown campus will include communication, interactive media, public administration, health management and informatics, public affairs, and legal studies – connecting highly skilled talent with industry needs, neighborhood synergies, and new opportunities.



Technology Fee Awards

The 2007 Florida Legislature amended Florida Statutes, Section 1009.24, to establish a technology fee beginning with the fall term of the 2009-2010 academic year. The revenue from this fee is used to enhance instructional technology resources for students and faculty.

Since the creation of the Technology Fee, the University of Central Florida Libraries has submitted, and has been awarded funding for, several technology based projects. These projects range from acquiring new digital collections and resources for student use, to new technology for student checkout, and even the renovation and creation of the Knowledge Commons on the second floor of the John C. Hitt Library.

Librarians proactively solicit letters of recommendation from academic faculty to support many of these award requests.



Shooting for the STARS



UCF's [Showcase of Text, Archives, Research & Scholarship](#) (STARS) exists to publicize, disseminate, and provide ready access to works by, for, and about the University of Central Florida. Administered by the UCF Libraries, STARS is available to host and promote research, creative activity, and institutional

outputs from faculty, students, departments, and UCF affiliates.

In 2014, the UCF Libraries applied for and received Technology Fee funding to purchase a 3 year license for Digital Commons, a digital repository platform for UCF-produced digital scholarship, for the amount of \$240,077.

STARS began accepting submissions during the summer of 2015. STARS currently hosts journals, events, theses & dissertations, images, podcasts, books, bibliographies, articles, presentations, documents, patents, digital stories, videos, and columns.

1,000,000 DOWNLOADS REACHED ON APRIL 13, 2018

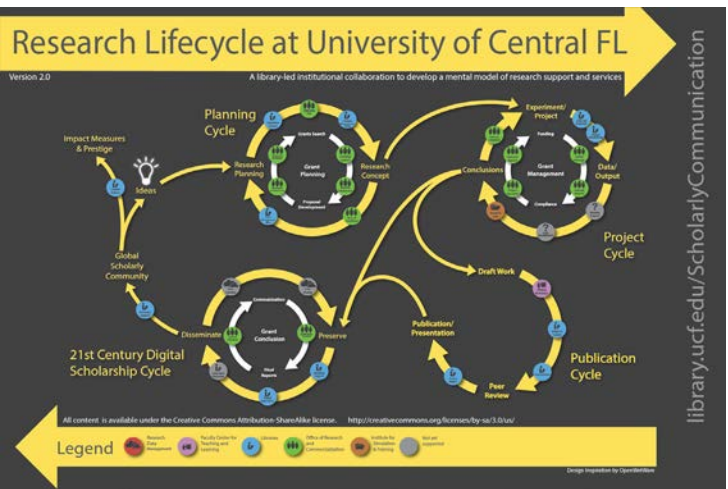
Total downloads as of December 3, 2018:
1,491,618

Research Lifecycle

Interested people from across the library created a graphic called the [Research Lifecycle](#) (RLC) at UCF that illustrates the research process from inception to completion and indicates the various campus services available to researchers. This unique model was developed in collaboration with the Office of Research and Commercialization, the Faculty Center for Teaching and Learning, the Institute for Simulation and Training, Computer Services and Telecommunications, and the Vice-Provost for Information Technologies and Resources.

Since its inception, the RLC has had a broad impact. Libraries and researchers from institutions such as University of Tennessee- Knoxville, Ohio State University Medical Libraries, and the University of Queensland in Australia have used the graphic.

The RLC connects researchers to available resources as they work through a research project at UCF.





Creating a “Value of Libraries” assessment

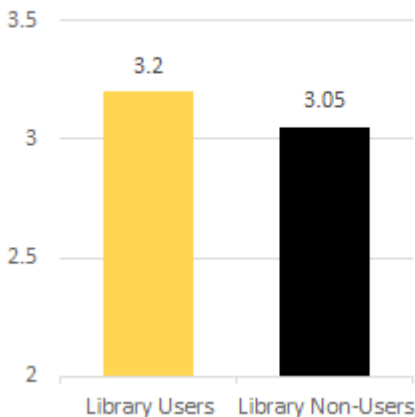
by Dr. Penny Beile
Associate Director, Research, Education, and Engagement

In fall 2014, librarians at the John C. Hitt Library undertook a large-scale study to connect usage data to student academic and demographic information to investigate whether use of library services correlates to academic success.

Data points were comprised of five library services at the John C. Hitt Library:

- face to face library instruction
- online library instruction
- Information Literacy modules or a library course that resides in Canvas
- study room use
- in-depth research consultations

End of Semester GPA



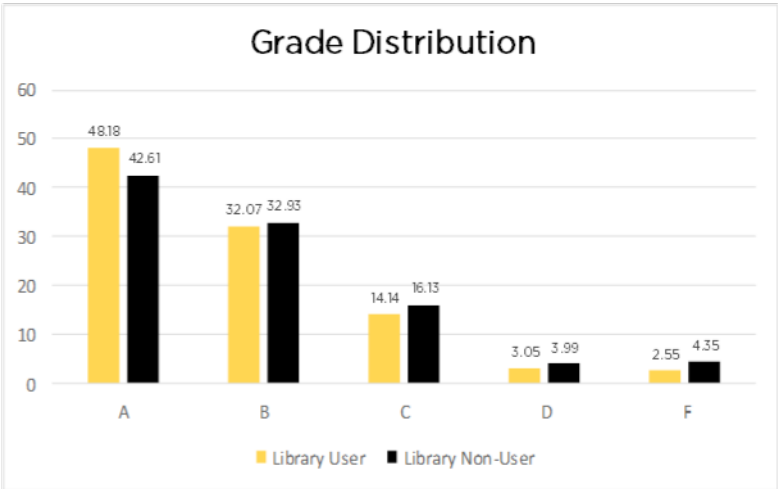
An analyst from the University’s Institutional Knowledge Management unit pulled demographic and academic information for library users. To strengthen any claims of library impact, information also was collected for non-users enrolled in the same courses.

At the end of 2015, with four semesters of student interactions, we found that 25,336 unique students (~40% of students) used one or more library services 66,860 times, for an average of 2.64 interactions per student user.

Analysis further revealed that library users enjoyed an average end-of-semester GPA of 3.20 (N=273,137, SD=0.95) compared to library non-users, who averaged 3.05 (N=376,713, SD=1.05). (Note that the unit of analysis moved from individual student to course grades over four semesters, hence the large N.)

We also saw a trend in distribution of grades, with 48.18% of library users receiving A grades compared to 42.61% of library non-users, and non-users receiving more B, C, D, and F grades.

Due to the variety of course types offered at UCF (~38% of student credit hours are online courses), scores were further analyzed by course modality - face to face, mixed mode, or wholly online - and the same trend was found; students who used one or more library services were more likely to receive A grades than those who did not. Essentially, we found that library services support online/distance students equally as well as those who use services in person.

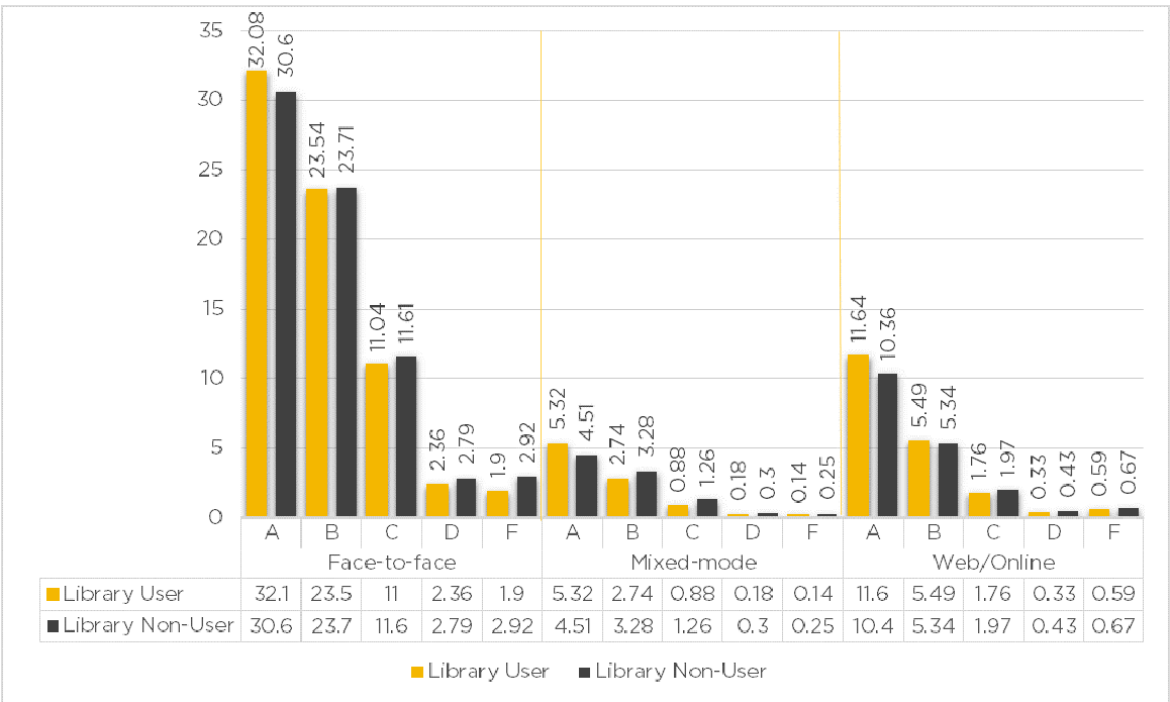


When looking at the results it’s possible to conclude that successful students are more likely to be engaged and knowledgeable of academic support available on campus. However, it’s exciting to see evidence of the library’s role in supporting student success and there is opportunity to ‘push’ students to the library at various points in their academic careers.

To that end we have disseminated results of the study to the teaching faculty, campus administrators, and campus support partners. Specifically, we have met with:

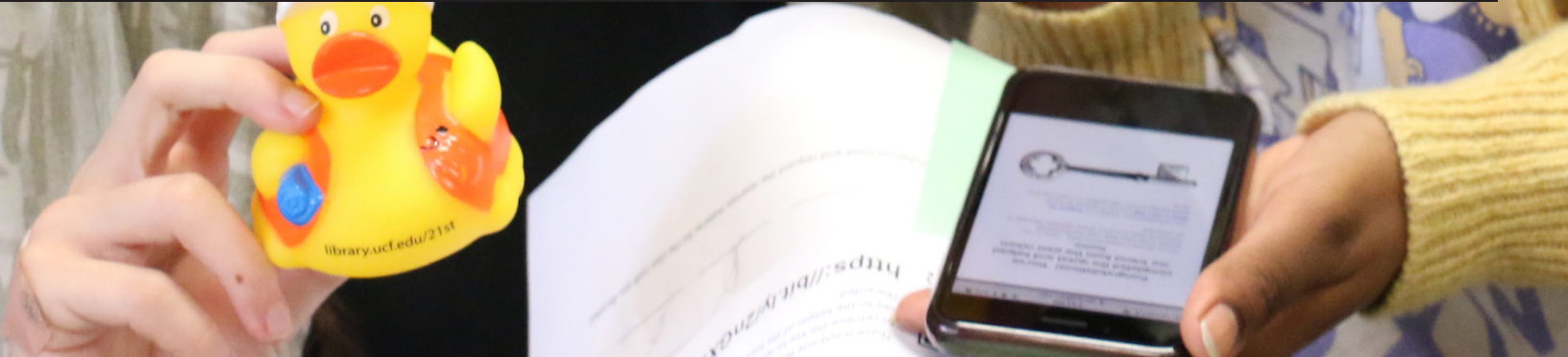
- a number of Vice-Provosts (including IKM and Strategic Initiatives, to discuss how the library supports student success and implications for performance-based state funding);
- Student Development and Enrollment Services (to identify areas of overlap in student academic support and further extend existing collaborations);
- Center for Distributed Learning (to advocate for a greater librarian presence on the online learning web portal)
- Teaching and Learning (which earned us a place on the campus GEP redesign)

Perhaps most notable was the President’s reporting of the results to the Board of Governors when advocating for increased library funding. We have demonstrated that library services play an integral role in the student academic success picture, in turn helping to reposition the library from a support role to a full academic partner.





Dynamic Faculty & Student Relationships



Re-envisioning UCF Libraries’ public service model by creatively scaling services

Over the past ten years, the numbers of students, faculty, and academic programs at UCF have dramatically increased, while the number of librarians has decreased. Our challenge has been to creatively scale services while maintaining high quality.

To accomplish this, our Public Services division realigned its services and outreach goals by moving away from a reactive “walk up to the service desk” model and, instead, embracing dynamic Subject, Engagement, and Scholarly Communication Librarian models as well as cutting-edge instruction modes.

Engagement Librarians

UCF’s Engagement Librarians work with relevant campus units to provide programming and outreach to targeted student groups to support student success and retention.

The following are selected examples of specialized Engagement Librarian-initiated partnerships:

.....

The **First-time-in-college (FTIC)** Engagement Librarian hosts library orientations and workshops aimed at first year students.

.....

The **Transfer Student** Engagement Librarian works with the Office of Transfer & Transition Services to promote awareness of library services and resources amongst Transfer Students.



.....



International Graduate Students

The **Global** Engagement Librarian gives special attention to the needs of international students by providing library tours, and attending welcome events of the Global UCF English Language Institute. In Fall 2018, the Global Engagement Librarian partnered with UCF’s Science Librarian, Engineering Librarian and Graduate Studies Liaison Librarian to successfully host a “Welcome for International Graduate Students” program where 84.2% of the attendees rated the program 5 out of 5 for a perfect score and a great value to the attendees.

.....

The **Undergraduate Research** and **Honors Student** Engagement Librarian is the liaison to both the Burnett Honors College and the Office of Undergraduate Research. Each summer, the Libraries hosts approximately 100 undergraduate researchers as part of UCF’s Summer Research Academy.

.....



The **Graduate Student** Engagement Librarian works closely with UCF’s College of Graduate Studies and the Graduate Student Center to host workshops on scholarly communication, graduate theses and dissertations, and subject specific Research Essentials workshops.

In 2013, UCF Libraries implemented a **Subject Librarian** model with the goal of every faculty member and every student having a “one stop” librarian to support all library-related facets of their teaching, learning, and research activities. UCF’s Subject Librarian service model provides every academic department, program, and course with its own Subject Librarian.

20 Librarians, 7 Campuses, 65 Subject Areas



In spring 2018 the University of Central Florida rolled-out a **research-intensive (RI) course initiative** that invited interested faculty to redesign one or more of their existing courses to fit a profile that emphasized critical thinking, academic communication, and research skills.

Subject Librarians contacted the RI instructors-in-training to suggest strategies for redesigning the course(s) and offer assistance with library resources, scholarly communication techniques, research deliverables, and institutional repository platforms. Subject Librarians also created a customized LibGuide for each RI course that provided links to primary sources, online archives, digital projects, archival discovery tools, newspapers, and citation tools.

Research Roadmaps is an online non-credit Introduction to Undergraduate Research course created by the Assistant Director of Undergraduate Research. A team of three Subject Librarians created a library component to the course that includes a video that walks students through the process of developing a research question, searching for relevant resources, and conducting a literature review.

The **PRIME STEM program** serves UCF college students who are first-time-in-college, low-income (usually PELL-eligible), and/or have a documented disability, by offering academic support services, opportunities, and resources to enhance personal skills and academic excellence. In spring 2018, UCF STEM Librarians began providing customized workshops, research guides, and library portals to this program.

The **Honors in the Major (HIM) Program** is designed to encourage juniors and seniors to undertake original and independent work in their major field. Students research, write, defend and publish an original Honors thesis that serves as the capstone product of their undergraduate career. Subject Librarians send personalized emails offering library assistance to each HIM student and provide customized workshops and research consultations.

The Education Subject Librarian’s outreach activities support U.S. Department of State contracts with UCF to host and present workshops for groups of visiting foreign graduate students from Argentina, Mexico, Pakistan, Saudi Arabia, and other parts of the world.

UCF Libraries offers **information literacy and library instruction** to all students, regardless of status or modality. **Face-to-face instruction** is provided in the Libraries’ hands-on classrooms or in the regular classroom. In 2017-2018, 14,455 students in 584 classes had an instruction session with a librarian.

In addition to face-to-face instruction, the Libraries uses videos, learning modules, and Embedded Librarians to reach students online. A set of **instructional and promotional videos** hosted on Vimeo and YouTube had 67,149 plays in 2017. UCF Libraries’ set of **15 Information Literacy Modules** was used by 13,942 unique students in the 2017-2018 academic year and provided instruction to students in face-to-face, mixed-mode, and online classes.

UCF Libraries also created a webcourse titled “**Introduction to Library Research Strategies**” that is hosted in the campus learning management system. It was developed in conjunction with the Center for Distributed Learning and the Department of Writing & Rhetoric specifically for ENC1102 (Composition II) and SLS1501 (Strategies for Success). This course was completed by 2,883 students in 2017-2018.



Instruction and Information literacy

The library hosts more than 75 **undergraduate and online workshops** a year on topics such as literature reviews, citation management, online presence, copyright, patents, and subject-specific research.

UCF Libraries also presents multiple Plagiarism & Citation workshops every semester in partnership with the Office of Student Conduct.

In February of 2018, the library hosted a weeklong event titled “**Becoming an Information Expert.**” This series of workshops and activities was designed to scaffold information literacy skill building through a variety of programming across the week.



The events were couched in a mystery, where students had to attend all the events to gather the clues and discover the solution to the mystery. First, students took a brief quiz which gave them an idea of their current skill level. Each day a workshop would be offered that focused on a specific skill needed to effectively evaluate information. There were three workshops in addition to the quiz: fact checking 101, choosing the right source for the right project and the psychology of fake news. At each event, participants received a sticker badge with a clue.

Not only did this event utilize gamification to increase participation, it also addressed a real need in information literacy instruction to increase our students’ information evaluation skills.

Research and Information Services



The Knowledge Commons on the second floor of the main library offers a 24,000 square foot collaborative learning and technology environment for students. It includes a librarian-staffed Research and Information Desk, enclosed Research Consultation cubicles, six collaborative work areas with large screen displays and connectors for multiple devices, 100+ computers, scanners, print stations, and a print reference collection.

“Ask Us” virtual reference services supports online and off-campus students via chat, texts, email, and phone calls. Fifteen staff members contributed a total of 3,402 hours to staff “Ask Us” virtual reference service in 2017-18. “Ask Us” answered 5,642 chat questions, 1,709 phone calls, 277 e-mails, and 23 text messages, for a total of 7,651 interactions.

Dawn Tripp, the Senior LTA for Ask-A-Librarian, was recognized by the university as the May 2018 Employee of the Month for her dedicated service.



Inaugurated in 2012, a Mobile Librarian service is staffed by volunteers from all over the John C. Hitt Library. The Mobile Librarian walks the three floors without public service desks with an i-Pad to provide directional and research assistance to patrons. This is a point-of-need service designed to assist students in the stacks or in their individual study areas.

UCF Libraries provides a study room and consultation station for the University Writing Center, the Student Academic Resources Center, and the Office of Career Services to offer peer writing, resume, and tutoring consultations in the John C. Hitt Library. The partnership between the three departments expands services for students at UCF.

Scholarly Communication



UCF Libraries’ Office of Scholarly Communication provides copyright instruction for undergraduate and graduate courses at the request of faculty and has included departments and programs such as History, English, and Texts & Technology.

In addition, the OSC provides an extensive number of workshops for faculty in a variety of venues. For instance, the Scholarly Communication Librarian has presented on copyright for instructional designers, faculty participating in a Curating Across the Curriculum QEP, and faculty participating in an Open Educational Resources Course Innovation Project.

In addition, the OSC has provided workshops on a variety of Scholarly Communication topics, such as scholarly reach and impact, institutional repositories, and predatory publishing to faculty through department meetings, Faculty Excellence, and the Faculty Center for Teaching and Learning.

Special Collections & University Archives

Special Collections and University Archives (SCUA) works with faculty and Subject Librarians to teach students how to incorporate rare and unique books and archival materials into their research. In spring 2017 students from courses such as ‘History and Historians’, ‘Women, Race & Struggle’, and ‘Book Binding’ worked with the SCUA team.



Curriculum Materials Center



UCF Libraries’ Curriculum Materials Center (CMC), a specialized library for the College of Community Innovation and Education, plays an active role in educating and supporting local and aspiring educators. It participated in the 2018 UCF Literacy Symposium which reached over 700 area educators, collaborated with NEFLIN to present to Florida Media Specialists on the importance of a diverse library collection, hosts KnightEd Talks on educational topics, and assisted with UCF’s Gifted ADAGE Summer Camp with literature themed programming for local public school students.



Exemplary Partnerships & Programs



UCF's **'DirectConnect'** program is an enhanced articulation agreement which guarantees admission to UCF (consistent with university policy) for students with an A.A. degree from one of UCF's partner colleges (College of Central Florida, Lake-Sumter State College, Daytona State College, Eastern Florida State College, Seminole State College and Valencia College). UCF further supports this partnership by providing UCF Connect librarians at many of these campuses. These librarians work collaboratively and seamlessly with the state college librarians to support information literacy instruction for all students.

Our emphasis on supporting this partnership exceeds mere formal arrangements, however. Recently Peggy Nuhn, the UCF Connect librarian located at Seminole State College, built upon that relationship to work collaboratively with Karen F. Kaufmann, Faculty Librarian, Research and Instruction at Seminole State College. Their goal was to determine how well information literacy instruction at the university aligned with information literacy at the partner colleges. To do this, Nuhn and Kaufmann attended a series of assessment workshops spanning several months, sponsored by the Northeast Florida Library Information Network (NEFLIN). Interestingly, although Seminole State College is located in NEFLIN's geographic service area, UCF is located in a different region; however, based upon our well-known partnership, Ms. Nuhn was extended an invitation to participate.

Together Nuhn and Kaufmann designed and piloted a survey instrument to measure how well information literacy instruction at all of UCF's partner colleges aligns with what is typically included in information literacy instruction at the university, and mapped that to the 'Framework for Information Literacy for Higher Education'. While there were areas of good alignment, the survey also revealed some gaps. The goal is for the library to support transfer student success through better alignment of information literacy instruction between the university and partner colleges. Nuhn and Kaufmann presented their findings at the 2018 ALA Annual Conference, along with Rachel Mulvihill, Head of Teaching and Engagement for UCF Libraries and Morgan Tracy, Director of Libraries, Seminole State College; a true collaborative effort.



Thus far, this initiative has resulted in the formation of a UCF and Partner College instructional librarian committee to develop a 'Celebration of Librarian Collaboration' program for UCF instructional librarians and UCF Partner College instructional librarians in May, 2019.



Universal Orlando Foundation Library

The Universal Orlando Foundation Library (popularly known as Rosen Library) serves the research needs of the Rosen College of Hospitality Management’s students, staff, and faculty and acts as an information resource center for the hospitality industry in central Florida. Its collections are focused on the entire hospitality industry, with particular strengths in the areas of event management, lodging management, restaurant management, theme park management, and tourism management. In 2018 the library began supporting a new Entertainment Management degree program. Rosen Library also serves as a United Nations World Tourism Organization (UNWTO) depository library, a distinction held by only seven libraries in the United States.

The Rosen Library, like the rest of the UCF Libraries, is committed to ongoing outreach and is highly engaged with the students, staff, and faculty on its campus. It provides space for accounting tutoring, finance tutoring, university writing center consultations, and various student government events. Rosen librarians and staff members also regularly participate in campus orientations, tabling events, and other activities.

Rosen Library also has a vibrant and successful library instruction program. A significant number of classes are still taught face-to-face in the classroom, but an increasing number are taught through subject-specific tutorials embedded in the Canvas learning management system. This strategy enables the Rosen librarians to reach the many mixed-mode and online-only courses that are taught at the Rosen College of Hospitality Management. Last year, the Rosen librarians reached over 2,000 Rosen students in library instruction sessions, which is remarkable on a campus of just over 3,000 students.

The Rosen Library is a popular gathering space and the intellectual hub of the bustling Rosen campus. In 2017 - 2018, the Rosen Library’s total gate count exceeded 85,000, and checkout of books, media, and reserve items topped 9,000. In addition, more than 1,600 study rooms were checked out, and more than 4,000 questions were answered by staff.



Cooperative Relationships

Council of State University Libraries

UCF Libraries is a member of the Council of State University Libraries (CSUL) a collaborative organization of the 12 Florida State University Libraries, that negotiates and expands statewide electronic content, implements the “UBorrow” system to facilitate resource-sharing, and shares the Florida Digital Archive and the Florida Libraries Academic Repository (FLARE).

Florida Academic Library Services Cooperative

UCF Libraries is a member of the Florida Academic Library Services Cooperative, a consortium of all 40 Florida public universities and colleges. UCF partners on purchasing a statewide collection of online journals, e-books, and other e-resources, resulting in tremendous savings for UCF Libraries. FALSC also provides the Integrated Library System for all Florida public universities and colleges.

ASERL Centers of Excellence Collaborative Federal Depository Program

UCF Libraries is a partner in the Assoc. of Southeastern Research Libraries (ASERL) Centers of Excellence, Collaborative Federal Depository Program (CFDP) whereby it is building comprehensive collections of documents issued by the U.S. Energy Dept., the Atomic Energy Commission, the Nuclear Regulatory Commission, and the National Aeronautics & Space Administration.



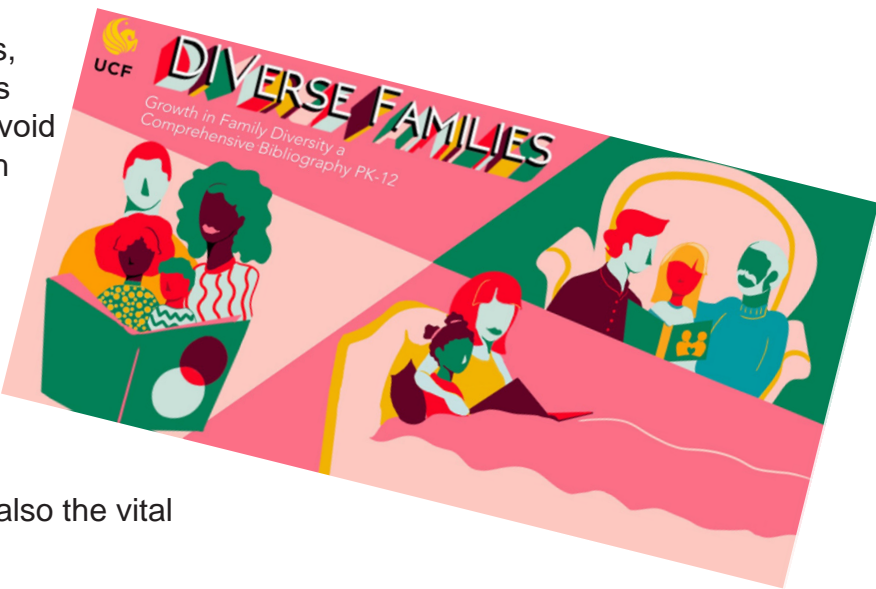
Patent & Trademark Services

UCF Libraries leverages its Patent & Trademark service and resources to support the Central Florida region. It supports student and faculty entrepreneurial projects such as Blackstone Launchpad and hosts programs such as the Nov. 7, 2017 “Trademark basics: what every small business should know now not later,” by Craig Morris (Managing Attorney for Trademark Educational Outreach, U.S. Patent & Trademark Office) and a Dec. 13-14, 2018 Patent & Trademark Resource Center program.

DIverse Families - Representation Matters

UCF librarians recognized that locating books, that mirror the diverse backgrounds of today's families, can be a difficult task. To bridge the void and simplify the path of mirroring readers with books, UCF Librarians created the [DIverse Families Bibliographical database](#).

DIverse Families is a comprehensive bibliography and corresponding web site that reflects the growing diversity of families in the United States. Each book in the databases has been read and evaluated for diversity not only based upon the words, but also the vital message within the pictures.



The roots of this unique project were planted by the concerns of a librarian and the grant support of the Carnegie-Whitney Award. The growth and sustainability of the DIverse Families database relies upon dedicated UCF Library student assistants. Student ingenuity created the database's framework, nomenclature and the accompanying custom graphic artwork. Student assistant dedication leads to the continued cultivation of this worthy databases as its grows on a daily basis.

Browse DIverse Families by Subject

Family Relationships

- Adoption
- Foster Care
- Divorce
- Family Member Death
- Poverty
- See more...

Culture/Ethnicity

- Bicultural
- Multicultural
- Biethnic
- Multiethnic

Racial Diversity

- Biracial
- Multiracial
- Interracial
- Race Discrimination

LGBTQ

- Homosexuality
- Bisexuality
- Transgender
- Gender nonconformity
- Androgyny
- Intersex

Filter By:

- Genre
- Grade Level
- Diversity Impact

DIverse Families: Growth in Family Diversity A Comprehensive Bibliography PK-12

DIverse Families is a comprehensive bibliography that demonstrates the growing diversity of families in the United States. This type of bibliography provides teachers, librarians, counselors, adoption agencies, children/young adults, and especially parents and grandparents needing to empower their children with materials that reflect their families.

Browse DIverse Families by Subject:

- | | | | |
|--------------------------------------|-----------------------------------|-------------------------------------|--------------------------------------|
| Family Relationships | Culture/Ethnicity | Racial Diversity | LGBTQ |
| Adoption | Bicultural | Biracial | Homosexuality |
| Foster Care | Multicultural | Multiracial | Bisexuality |
| Divorce | Biethnic | Interracial | Transgender Families |
| Family Member Death | Multiethnic | Race Discrimination | Gender Nonconformity |
| See more... | | | See more... |

Supported by a Carnegie-Whitney Grant from the American Library Association and UCF grant sources.



One of the fantastic things about UCF is the wide range of cultures and ethnicities of our students, staff, and faculty. We come from all over. We're just as proud of where we are from as we are of where we are now and where we will be heading in the future. Diversity Week, an Office of Diversity and Inclusion initiative, is the way we celebrate this.

For one week in October, UCF celebrates our diverse community and provides opportunities to explore topics across the broad range of human identity, experience, and interaction. Diversity Week activities are intended to stimulate our campus and move us to a more inclusive culture. The theme for 2018 is A New Day Dawns.

As part of the UCF Libraries' enthusiastic support of maintaining an inclusive space in the UCF community, we routinely offer many workshops and activities through the week.



We want every Knight to feel like UCF welcomes them with open arms. The cultural programming we offer helps UCF community members from those cultures know we see and value their contributions to the university as well as provides information to community members who might not have previously been exposed to those cultures.



Orange County Library Systems Men's Craft group joined the libraries' Diversity Week events by helping host a session on crochet and bracelet weaving.



The Weavers of Orlando made their fourth enthusiastic appearance at the libraries' Diversity Week festivities. Staff were as thrilled as students to try weaving and get advice on fabric arts.



Inclusion = Diverse Programming at UCF

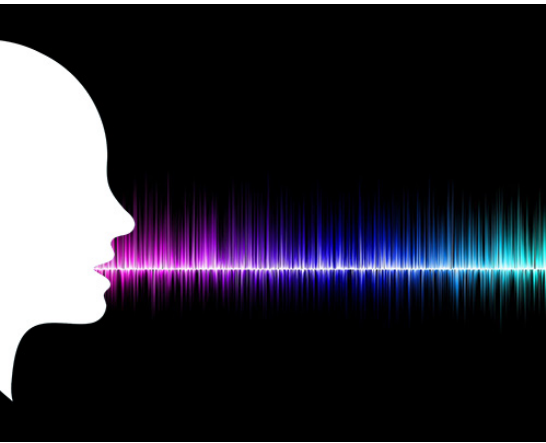
Religion & Sexuality Film Series

The roads we travel in life are interesting and varied. One of the more complicated aspects happens at the intersection of [Religion and Sexuality](#). UCF Libraries and the Religion & Cultural Studies Program created a series of film screenings that examine what happens when religion and sexuality meet from the perspective of three different traditions.

- **“Undressing Israel: Gay Men in the Promised Land”**
Discussion with Kayla Symonds
- **“A Jihad for Love”**
Discussion with Dr. Michael Muhammad Knight and Dr. Cyrus Zargar
- **“Fish Out of Water”**
Discussion with Dr. Jeanine Viau



Speak Your Truth: A Queer History of UCF



[Speak Your Truth: A Queer History of UCF](#) is an archival project exploring the history of the queer experience at the University of Central Florida. Submissions are open to all UCF faculty, staff, students, and alum. Speak Your Truth asks that the Knight community, in their own words and preferred format, describe their experiences as a member of the queer community at UCF whether good, bad, ugly, or somewhere in between.

UCF Libraries has partnered with the Office of Diversity and Inclusion, and LGBTQ+ Services for this project.

WomanFest 2018



UCF Libraries partners with the Women and Gender Studies Program to host a series of events every year for Women's History Month which culminates with a full day conference called WomanFest.

WomanFest programming covers topics ranging from women's health issues, how to negotiate a better salary, women's suffrage, and media representation of women. Students and community members participate in film discussions, present at open mics, decorate bras to raise awareness about breast cancer, and make zines.

Día de los Muertos

UCF Anthropology enthusiastically joined the libraries in creating programming revolving around [Día de los Muertos](#), the Mexican Day of the Dead. A documentary is shown (2018 documentary was from the BBC “Feasts” series) followed by a discussion facilitated by Dr. Beatriz Reyes-Foster. Día de los Muertos crafts are also offered where Knights can color calaveras, cut papel picado, and make paper cempasúchil. All are welcome to add to the Libraries' dead authors ofrenda.



Open Heart Open Mic



In partnership with the Women's and Gender Studies Program and the Office of Diversity and Inclusion, the Libraries hosts regular Open Heart Open Mic events. UCF and the surrounding community are invited to perform their own work or share favorite pieces created by others. Topics have ranged from Hispanic Heritage, the #MeToo movement, invisible illnesses, Black History, and what inclusion means to them.

Those that present original work are invited to add it to the [KnightVerse](#), the student section of UCF Libraries' digital repository.



Since 2013, UCF Libraries has celebrated Open Access Week as a part of promoting awareness and education about the open access (OA) publishing model. Such events are organized by the Office of Scholarly Communication and have included a variety of different types of programming and activities for students, faculty, and staff.

In 2018, Open Access Week events aimed to focus on student and faculty-centric programming with the goal of increasing awareness of open access and OA topics, such as open educational resources. The event's theme for 2018 was, "Get Your Game On, Go OA," and incorporated table-top and video game theming. Specifically, the weeklong celebration included several events and activities, including: 1) An Open Access Week quiz, 2) Teaming up Against Rising Textbook Costs: Harnessing the Librarian/Faculty Collaboration to Locate Affordable Course Materials workshop, 3) Navigating the Maze of Copyright: How to Find Free Images and Music for Your Projects workshop, 4) Get in the Game: Tips and Strategies for Navigating Open Access Publishing workshop, and 5) Game Knight at the Library highlighting open access games.

Over 150 participants engaged in activities throughout the week and the organizing committee received positive feedback from students and faculty attending the events.

Prototype Development 3D



The UCF Libraries is working in collaboration with the **Institute of Simulation and Training's Prototype Development 3D (PD3D) Lab** to bring a free 3D printer to the library for use by our student body. This collaboration was built from an introduction between the Science Librarian and the PD3D Lab staff and has grown into them working with other library staff at the Curriculum Materials Center on Orlando campus, where the 3D printer will be added to the space later in 2019. The addition of this large scale 3D printer as a library service for campus-wide 3D printing, is addressing an innovative approach to collaboration across libraries on campus and through vital partnerships set up across research areas on the UCF property. The printer is student-centered as there is a growing need for students to access 3D printing.



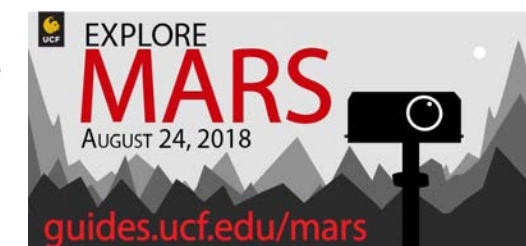
Science Programming

On the first day of the 2017 Fall semester, the **total solar eclipse** was the scene of a gigantic student-centered program of this once in a lifetime occasion. UCF Libraries held a DIY eclipse viewer craft event where the Science Librarian led students in making their own solar eclipse viewers educating students on the importance of not looking at the solar eclipse without proper protection. During the campus wide viewing the librarian helped to distribute solar eclipse glasses to students. Our librarian partnered with the Physics Department, UCF Marketing team, and others to put on the event.



To celebrate **Earth Day** in the Spring of 2018, UCF Libraries put together a unique library program that involved collaboration between subject librarians, Biology faculty, and the local naturalist expert who works at the arboretum on campus. This three part library program included a film about local flora followed by a discussion led by the UCF Arboretum which hosted a seeding event directly after. Later in the evening, students were invited to join in a naturalist led hike through the campus arboretum to help promote nature viewing and conservation.

The Science Librarian worked with the Planetary Sciences faculty in the Physics Department to put on a library film screening and lecture on **Mars**. With Mars being opposed to the sun in August, the planet would be the closest to the Earth since 2003, providing excellent views of the planet. The library hosted a film and then held a talk led by the UCF Mars expert. In addition to the film, the UCF Libraries worked to promote library books at one of the UCF Robinson Observatory viewing events. The UCF Libraries works with the same faculty on one event/program each semester.



In the Spring of 2018, The Faculty Excellence Center for Success of Women Faculty at UCF scheduled an Evening of Networking and Fellowship for Women Faculty on June 9th for an intimate group of female faculty to join in on a sea turtle walk. The faculty met at **UCF's Marine Turtle Research Group's** facility in Melbourne Beach to see the student sea turtle researchers in action. This innovative approach to bringing faculty together, helped to stimulate STEM learning and collaboration that led our Science Librarian to interact with other faculty interested in STEM initiatives on campus.

The Teams at Work



"The chair [Statistics Department] spoke very highly about the Web of Science training and thus is pushing his faculty to sign up and attend the next workshop."

"Thanks to all for the excellent service you provide and for working together across departments to get things done!"

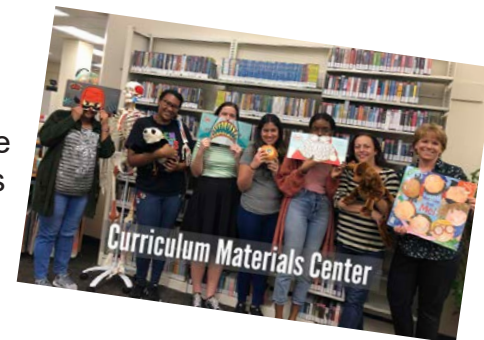


"Thank you for taking the time to talk to us. Knowing how to find relevant news articles will help me stay abreast of industry trends."



"We appreciate the Library's generosity in providing this space for our program [University Writing Center] and hope to continue this partnership."

"I would like to thank the CMC staff for their warm welcome and eagerness to educate our international participants. It was thoroughly enjoyed by the BLCSI Saudi participants."



"Thank you for introducing the students of my class ENL 4311 to the relevant holdings of UCF's Special Collections & University Archives. I very much appreciate that you shared your time and your expertise with these students, who enthusiastically reported the delight they discovered in such an intriguing array of artifacts...."



"In addition, [UCF Libraries'] use of the STARS system is also a model for UCF. Our librarians are rock stars on Main Campus, and it was so exciting to learn that our library staff is some of the best and brightest in the library system. Also a big thank you to Kerri Bottorff who has been instrumental in supporting us with STARS events. "

"Thank you so much for Tuesday's informative and interactive library instruction classes....They also stated your instruction was engaging and you were very nice, helpful and accommodating. One student was especially elated that, thanks to your assistance, she found the perfect source for her research paper. "



"Thanks to the UCF Interlibrary Loan Department for their consistently magnificent ability to track down and retrieve elusive resources."



"I know you don't have time to look through the final reflections in my courses, so I just wanted to let you know that your library course and personal assistance has been noted numerous times by students, especially in 3250, as one of the most helpful parts of the course."

SELECTED INTERNATIONAL PRESENTATIONS 2016-2018

Basco, Buenventura. (2018, Aug.). Sound the alarm: what the library community needs to know about predatory publishing. Presented at World Library and Information Congress 84th IFLA General Conference and Assembly, Kuala Lumpur, Malaysia. <https://2018.ifla.org/lightning-talks>

Hoeppner, Athena. (2018, Feb. 5). Free to students: the role of library acquisitions in textbook affordability. Presented at the Role of Libraries in Managing Open Educational Resources Conference, Delhi, India.

Hoeppner, Athena. (2018, Feb. 1). New directions in discovery. Presented at the International Conference on Reshaping Libraries: Emerging Global Technologies and Trends, Jaipur, India.

Hoeppner, Athena. (2017, March). Changing landscape of discovery: content, linking, and user experience. Presented at the International Conference on Changing Landscape of Science and Technology Libraries (CLSTL), Gandhinagar, India.

Scharf, Meg. (July, 2017). User perceptions of library space and developing UCF's 21st Century Library. Presented at the 8th Sino-American Library Practice Forum, Yunan, China.

Shrauger, Kristine and Hood, Yolanda. (2017, July). Doing the impossible: diverse families and data-driven database creation. Presented at the 23rd Biennial Congress of the International Research Society for Children's Literature, Toronto, Canada.

Shrauger, Kristine and Hood, Yolanda. (2017, July). Diversity within the family: evaluating books which mirror the families of today. Presented at the 23rd Biennial Congress of the International Research Society for Children's Literature, Toronto, Canada.

Tierney, Barbara. (2016, Jan.) [Invited] The learning commons service model in North America. Presented at the Japan Assoc. of National University Libraries Symposium, University of Tokyo (Tokyo, Japan).

Zhang, Ying. (2018, Aug.). [Invited] Global dialog for best practices in libraries and information services. Presented at the World Library and Information Congress 84th IFLA General Conference and Assembly, Kuala Lumpur, Malaysia.

Zhang, Ying. (2018, June). Robots for books: building an automated retrieval center for print collections. Presented at the Library Society of China 2018 Convention & Expo, Langfang, China.

Zhang, Ying. (2018, Feb.). [Invited] E-books for academic libraries in the USA. Presented at the International Symposium on Emerging Trends and Technologies in Library and Information Services (ETTLIS), Greater Nodia, India.

Zhang, Ying. (2016, Nov.). Customer focused collection services in the age of big data. Presented at the 7th Asia Pacific Conference on Library & Information Education Practice, Nanjing, China.

SELECTED U.S. PRESENTATIONS 2017-2018

Avila, Sandra and **Wray, Christina.** (2018, April 12). To infinity and beyond: reducing textbook costs through librarian/faculty collaborations. Presented at the Distance Library Services Conference, San Antonio, TX.

Basco, Buenaventura and **Avila, Sandra.** (2018, May). To catch a predatory publisher: a study of STEM faculty publications at the University of Central Florida. Poster presented at the STELLA (Science, Technology & Engineering Library Leaders in Action) Unconference, UC Berkeley, CA.

Beile, Penny M.; deNoyelles, A.; **Gause, Rich;** **Norris, Sarah** and Raible, J. (2017, March). Poking the bear: promoting textbook affordability in the face of a restrictive institutional environment. Poster presented at the Association of College & Research Libraries Biennial Conference, Baltimore, MD. (Note: Poster was awarded People's Choice award at conference.)

deNoyelles, A; Raible, J.; **Beile, Penny M.;** **Norris, Sarah** and **Gause, Rich.** (2017, Oct. 11). Rebellions are built on hope: joining forces to support OER in a restrictive institutional environment. Presented at the Open Education Conference, Anaheim, California.

Gottschall, Terri; **Beile, Penny M.,** and **Mulvihill, Rachel.** (2017, June). 25,000 students can't be wrong: correlating use of library services with student grade point average. Presented at the American Library Association Annual Conference, Chicago, IL.

Bishop, Corinne and **Wray, Christina.** (2018, March 8). Transitioning from F2F to online: paths to success. Presented at the Adult Higher Education Alliance Conference, Orlando, FL.

Bishop, Corinne and Marcano, N. (2018). Graduate outreach services: perspectives from two university library programs. Presented at the Transforming Libraries for Graduate Students Conference, Kennesaw University, Kennesaw, Georgia.

Hoeppner, Athena and **Zhang, Ying.** (2017, April). Saving students money on textbooks. Presented at the Electronic Resources & Libraries Conference, Austin, TX.

Mulvihill, Rachel and **Beile, Penny M.** (2017, May). Correlating use of library services with student success, and what we learned along the way. Presented at the LOEX Conference, Lexington, KY.

Norris, Sarah; **Venecek, John** and Raible, J. (October 2018). Humanities in the open: the challenges of creating an open anthology of literature. Presented at the Open Education Conference, Niagara Falls, NY.

Sypolt, Terrie. (2017, March). Faculty-librarian collaboration for doctoral student success. Presented at the 3rd International Conference on Doctoral Education, Orlando, FL.

Tierney, Barbara and Taniguchi, Yuka. (2018, November 7). East meets West: the Japan Assoc. of National University Libraries (JANUL) and the University of Central Florida Libraries exchange librarians and learning commons information. Presented at the Charleston Conference, Charleston, SC.

Tong, Min. (2018, June). Bring the cost down! Partnering with instructors to offer textbook alternatives. Poster session presented at the American Library Association Annual Conference, New Orleans, LA.

Publications

Avila, Sandra. (2017). Implementing augmented reality in academic libraries. Public Services Quarterly, 13(3), 190-199.

Avila, Sandra and Wray, Christina. (2018). To Infinity and Beyond: Reducing Textbook Costs through Librarian/Faculty Collaborations. Distance Library Services Conference Proceedings.

Beile, Penny M. (2017). The academic library’s (potential) contribution to the learning analytics landscape. Educause Review; Transforming Higher Ed. Retrieved from <https://er.educause.edu/blogs/2017/11/the-academic-librarys-potential-contribution-to-the-learning-analytics-landscape>.

Beile, Penny M., Hartsell-Gundy, A., Roca, J., Sibley, C., Szarko, M., and Ostapowicz-Critz, L. (2017). ACRL Awards Task Force Report. [Research report written by members of a task force charged to make recommendations on the ACRL Awards program].

Beile, Penny M., Choudhury, K. and Wang, M. (2017). Hidden treasure on the road to Xanadu: What connecting library service usage data to unique student IDs can reveal. Journal of Library Administration, 57(2),151-173.

deNoyelles, A., Raible, J., **Beile, Penny M.,** and **Norris, Sarah.** (2017). Disrupting the model: Fostering cultural change through academic partnerships. In C. Diaz (Ed.), Affordable course materials: Electronic textbooks and open educational resources. ALA Editions.

Cooperman, Larry. (2017) The art of teaching online: how to start and how to succeed as an online instructor. Chandos.

Deng, Sai. (2017). From birth to maturity: The Chinese American Librarians Association. In J.H. Clarke et al (Ed.), Asian American Librarians and Library Services: Activism, Collaborations, and Strategies, 41-50. Rowman & Littlefield.

Ivins, T. and **Mulvihill, Rachel.** (2017) An interview with Rachel Mulvihill and colleagues at the University of Central Florida about the Foundations of Excellence transfer initiative, Reference Services Review, 45(3), 415-420, <https://doi.org/10.1108/RSR-0502017-0018>

Norris, Sarah; Tierney, Barbara and **Flick, Lily.** (2018) Why every librarian should know about copyright: creating copyright training opportunities for librarians at your institution. In Sarah Benson (Ed.), Copyright conversations: rights literacy in a digital world. ACRL Digital Publications.

Piasecik, Jeanne; Shrauger, Kristine and **Ritzert, Lindsey.** (2017). CD-ROM’s acquaintances: What to do with the skeletons in our academic libraries. Journal of Access Services, 14(3), 114-117.

Tierney, Barbara and Colding, L. (2018) Reimagining research services as part of major academic library renovations: a tale of two research departments (University of Central Florida and Florida Gulf Coast University). Charleston Voices, 1(1),

Tong, Min and Moran, Carrie. (2017). Are transfer students lagging behind in information literacy? Reference Services Review, 45(2), 286-297.

Awards



Dawn Tripp, Ask-A-Librarian, won recognition as being the UCF Employee of the Month for May 2018 which includes recognition from the Board of Trustees.

Buenaventura Basco was the recipient of the Joint Conference of Librarians of Color (JCLC) Distinguished Service Award, 3rd National JCLC, Albuquerque, NM, September 2018.

Penny M. Beile was nominated by the ACRL Leadership, Recruitment, and Nomination Committee as one of two candidates for the position of 2017-2018 ACRL Vice-President/President-elect. She also was selected as a 2017-2018 OER Research Fellow by the Open Education Project and received \$5,000 funding.

Service

Frank Allen co-chairs the ACRL/LLAMA Interdivisional Committee on Library Building Resources. This joint committee oversees a website on library design entitled “Academic Library Building Design: Resources for Planning.”

Barry Baker is the editor for the “Technical Services Report” in Technical Services Quarterly. He also serves as the chair for the ACURIL (Association of Caribbean University, Research and Institutional Libraries) Academic Libraries Special Interest Group. In addition, he serves on the Digital Library of the Caribbean (dLOC) Executive Committee and is a member of the EBSCO Publishing Academic Advisory Board.

Buenaventura Basco serves as the Executive Director of the Asian/Pacific American Librarians Association (APALA), an affiliate of the American Library Association, 2012-2018.

Penny Beile chaired the ACRL Awards Task Force (2016-2017) and served on the ALA/ACRL Leadership Council (2006-17). In addition, she serves on the College & Research Libraries Editorial Board, 2014-2020 and the ACRL Research and Scholarly Environment Committee, 2017-2020.

Rich Gause served on the Depository Library Council (DLC) for the U.S. Government Publishing Office (2014-17).

Min Tong serves on the Board of Directors for the Chinese American Librarians Association (CALA) 2018-2020 and on the ALA Membership Committee, 2018-2020.

Rebecca (Missy) Murphey serves as a U.S. Patent and Trademark Resource Center Association member, July 2015- present.

Ying Zhang serves as the President of the Chinese American Librarians Association (CALA) 2018-2019.



Letters of Support

“Our traditional campus library is currently undergoing a transformation that will adapt to the needs of our ever-changing student population — a proactive and intentional approach, specially designed to promote collaborative scholarship and individual research through new technologies, technical assistance and a diverse and global library of resources in all forms.”



UNIVERSITY OF CENTRAL FLORIDA

Office of the President
P.O. Box 160002
Orlando, FL 32816-0002

November 1, 2018

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 East Huron Street
Chicago, IL 60611

RE: ACRL Excellence in Academic Libraries Award

Award Committee Members:

I am pleased to write this letter in support of the University of Central Florida Libraries' application for the ACRL Excellence in Academic Libraries Award. UCF Libraries is integral to the university's success in creating a culture of access, inclusion, innovation and excellence through its exceptional support and resources. Its commitment to scholarship and life-changing educational opportunities helps prepare our students, faculty and staff for success — now and in the future.

UCF is a young institution, and we have accomplished a lot in a short amount of time. This was made possible because we believe in dreaming big, thinking outside the box and demanding excellence. Since the university opened in 1968, the library has supported this vision, delivering the services needed to support our growth in size, quality and innovation.

As the university evolved, so did the UCF Libraries' services. This evolution included finding ways to better support scholars, researchers, teachers and students through increased access to technology, learning opportunities and personalized and online assistance. These services supply pathways for students to increase information literacy and critical thinking and for faculty to enrich instruction through increased resources and collaboration.

UCF seeks to better predict the needs of our students, faculty, staff and community members, identifying how and where people learn and work best so we can help them excel. The 21st-Century Library project might be the greatest illustration of UCF Libraries' commitment to advancing this mission.

Our traditional campus library is currently undergoing a transformation that will adapt to the needs of our ever-changing student population — a proactive and intentional approach, specially designed to promote collaborative scholarship and individual research through new technologies, technical assistance and a diverse and global library of resources in all forms.

UCF Libraries is and will continue to be a central part of the growing success of our university and community, and the ACRL Excellence in Academic Libraries Award would be a welcome recognition of this impact.

Thank you for your consideration of UCF Libraries for this well-deserved award.

Sincerely,

Dale Whittaker
President





UNIVERSITY OF CENTRAL FLORIDA

Office of the Vice President
Division of Student Development and Enrollment Services

November 16, 2018

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 East Huron Street
Chicago, IL 60611

Dear Award Committee Members:

It is my pleasure to recommend the University of Central Florida Libraries for the Association of College and Research Libraries Excellence in Academic Libraries Award. The UCF Libraries are a valuable partner to the Division of Student Development and Enrollment Services (SDES). Library services, resources, and facilities both support and complement the work of SDES and impact student success outcomes at the University of Central Florida.

SDES strives to engage students in the total collegiate experience from recruitment and matriculation to successful progression, graduation, and employment. We seek to provide opportunities for enriched student development, leadership growth, experience based learning, values education and civic engagement, leading to overall student success. SDES departments develop student learning outcomes to support the tenets of the UCF Creed: Integrity, Scholarship, Community, Creativity, and Excellence.

One example of the Libraries' partnership with SDES units can be seen in student orientation activities. The Libraries present and participate by sharing valuable resources for academic success, opportunities for positive study environments and even textbook rental programs.

The library's "InfoKiosk" table, set up with campus information at the main entrance of the John C. Hitt Library on the main campus, provides campus information to students who are trying to remember what was learned in orientation, or what they have forgotten during the summer. The library participates in "Link Loot" activities, which reward students for participating and learning about campus services and opportunities with prizes.

The UCF Libraries complement SDES's priority on student success with workshops for students throughout the semester. Graduate student workshops support doctoral and master's degree students with information about writing a thesis or dissertation, from the

literature review to publication. The John C. Hitt Library at the center of the main campus provides a pivotal focus for the study, research, and learning of both undergraduate and graduate students. It is an important part of the UCF student experience.

I have been a strong advocate of the multi-year 21st Century Library project that is building the library of the future and renovating the library of the past. The project is primarily funded by the Capital Improvement Trust Fund, a credit hour fee paid by each student and supported by the Student Government Association leadership over the years. Their support is indicative of the value that students place on the importance of the library's facility, environment, services and resources designed to enrich the academic lives of all UCF students. In August, 2018, I was happy to cut the ribbon for an exciting new area in the library, the Quiet Study Zone.

UCF Libraries have benefited from the establishment of a Technology Fee supported by students. Resources provided by this fee have given the UCF Libraries the opportunity to innovate, experiment, and create exciting new ways to utilize hardware, software, and electronic resources.

This year UCF reached a new milestone and reaching a student retention rate of 90.4%. This achievement could not have occurred unless UCF Libraries set student success and student achievement as priorities. I am happy to recommend the UCF Libraries for this prestigious award.

Sincerely,

Maribeth Ehasz, Ph.D.
Vice President
Student Development and Enrollment Services

.....
"This year UCF reached a new milestone and reaching a student retention rate of 90.4%. This achievement could not have occurred unless UCF Libraries set student success and student achievement as priorities."





UNIVERSITY OF CENTRAL FLORIDA
Digital Learning
3100 Technology Parkway • Suite 234
Orlando, FL 32826-3271

November 10, 2018

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 East Huron Street
Chicago, IL 60611

Dear Award Committee Members:

I am pleased to write this letter of support for the application of the University of Central Florida Libraries for the ACRL Excellence in Academic Libraries Award. During the nine years I have been at UCF, I have enjoyed a strong, productive partnership working with the UCF Libraries.

Having access to high-quality education, no matter where a student is located, can make big dreams become a reality. UCF currently offers more than eighty online degrees and certificates taught by the same faculty as UCF's on-campus courses, as well as individual course offerings in most disciplines, and mixed mode classes (reduced seat time). UCF's degree programs and courses combine an outstanding learning experience with personalized convenience, supported by the Libraries. The UCF Libraries is committed to guiding our online students and helping them thrive throughout their online experience. The Libraries strive to make everything needed for learning at the student's fingertips, through services designed for all students, regardless of location.

Librarians collaborated with instructional designers from Center for Distributed Learning to create Information Literacy modules that faculty can easily select for inclusion in classes. The format of the modules, content-practice-assessment, makes them a seamless addition to courses. The content of the modules addresses topics such as "Avoiding Plagiarism" and "Literature Reviews" that are vital to student success, yet not always part of a syllabus. Faculty can be assured that students have received the content and understand it, allowing them to focus on delivering the course content. Subject librarians have developed discipline specific and course specific Research Guides which can easily be included in online courses. Key resources such as databases and journals important to the course are included in the Guides, and present the students with resources that are only a click away.

Librarians have not forgotten about traditional tools and personalized services for online students. Interlibrary Loan sends books from the UCF collection as well as materials borrowed from other libraries to distance students. And the Libraries Ask Us services will respond to student queries in a variety of ways: telephone, instant messaging, chat, and email.

UCF Libraries has offered embedded librarians in a number of online courses, with great success. The librarians spend time online with the classes delivering instruction, recommending resources, and answering questions. They answer email from students as well. Enrolled students in those courses have a "personal librarian".

The libraries have also continued an important partnership with the Center for Distributed Learning, working to make textbooks more affordable through faculty use of electronic library resources for class texts, as well as Open Education Resources.

The UCF Libraries has been an important part of the success of Online @UCF, as well as online and Mixed Mode courses. Library contributions have been a distinctive element in UCF's online offerings. I am happy to heartily recommend the UCF Libraries for this prestigious award.

Sincerely,

Thomas B. Cavanagh, Ph.D.
Vice Provost
Digital Learning

ucf.edu/online | cdl.ucf.edu | mobile.cdl.ucf.edu | oir.ucf.edu
Phone: 407.823.4913 • Fax: 407.882.0049
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"The libraries have also continued an important partnership with the Center for Distributed Learning, working to make textbooks more affordable through faculty use of electronic library resources for class texts, as well as Open Educational Resources."





UNIVERSITY OF CENTRAL FLORIDA

September 12, 2018

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

It is my pleasure to write this letter in support of University of Central Florida's application for the ACRL Excellence in Academic Libraries Award. The UCF College of Graduate Studies would be proud to have our university's Libraries receive the ACRL award honoring academic libraries and their staff for working together as a team to further the educational mission of UCF.

The University of Central Florida has a goal of achieving international prominence in key programs of graduate study and research. Members of the UCF Libraries team demonstrate a strong commitment to this goal through the ongoing services that they provide to all members of the UCF community. The library portal for graduate students, for example, includes research support, guides, and additional services such as literacy modules that provide detailed information on citing to avoid plagiarism, identifying subject databases, and applying library research strategies. Additionally, the UCF Libraries team of subject librarians are available for consultations with faculty, students, and staff. By providing these one-on-one research consultations, UCF librarians provide extensive, in-depth research assistance and support students and faculty with their research goals.

In addition to their personalized services, UCF's Libraries have outstanding collections that include special collections and archives, as well as the Showcase of Text, Archives, Research & Scholarship (STARS) digital institutional repository. STARS hosts UCF related works and promotes research, creative activity, and institutional outputs. This repository helps disseminate and publicize works by UCF students, faculty, and staff to a worldwide audience, thereby helping the institution realize our goal of achieving international prominence in research by ensuring that others have easy access to information in an accessible, online format.

U.S. News & World Report ranked UCF among the nation's 10 most innovative universities in the Best Colleges of 2019 guide. The UCF Libraries continuously support this innovation by ensuring that the UCF community has access to information through extensive databases, as well as to technology within the various library locations. As part of this effort, the Libraries team regularly submits proposals for funded projects that will benefit the UCF community. Since the introduction of the Technology Fee by the Florida Legislature (effective Fall 2009), the UCF Libraries have been awarded funding for several proposals they submitted related to technology based projects at the institution. Such projects include acquiring new collections (e.g. Africana Primary Source Collection, Women and Social Movements, Executive Branch Documents, Gale Indigenous Peoples: North America, Web of Science Citation

Connection, Sage Collection, and others), as well as purchasing new PCs, laptops, and iPads that are available for use within the UCF Libraries. Furthermore, projects have been carried out that have improved the overall environment of the UCF Libraries and allowed for greater collaboration within the facilities. Areas such as the Knowledge Commons, the LibTech Desk, and group study rooms provide spaces for individuals to collaborate and share knowledge.

In addition to supporting the UCF community as a whole, the UCF Libraries team runs specific programming for graduate students and postdoctoral scholars. Through the College of Graduate Studies' Pathways to Success program, the Library offers a series of workshops to help guide graduate students and postdoctoral scholars who are engaging in research. Recent workshop topics include library research and literature review strategies, where to publish and author rights, and optimizing your online presence. Furthermore, members of the Libraries team have coordinated Thesis & Dissertation Forums for interested students. These events offered by the UCF Libraries and the UCF College of Graduate Studies provide opportunities for knowledge sharing and give participants information about resources and services for doctoral and master's students related to their research.

As a large institution with over 68,000 students, UCF has a motto emphasizing the need to amplify excellence through scale, thereby having a greater impact on the community we serve. The UCF Libraries consistently make a positive, long lasting, impact on our students, staff, and faculty by offering exceptional service and resources that are accessible by our entire community. For this and all of the reasons mentioned above, I strongly support the UCF Libraries application for the ACRL Excellence in Academic Libraries Award and hope that you will consider them for the honor.

Sincerely,

Jennifer Parham, EdD
Assistant Dean
Graduate Funding, Professional Development, and Scholarship
UCF College of Graduate Studies

Office: 407.823.4337
Fax: 407.823.6442
jennifer.parham@ucf.edu
graduate.ucf.edu



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"U.S. News & World Report ranked UCF among the nation's 10 most innovative universities in the Best Colleges of 2019 guide. The UCF Libraries continuously support this innovation by ensuring that the UCF community has access to information through extensive databases, as well as to technology within the various library locations."

“Throughout the academic year, the staff of the UCF Library work collectively to be an indispensable partner in helping us fulfill our mission to facilitate and increase undergraduate involvement in academic research, and foster a campus-wide culture of research.”



UNIVERSITY OF CENTRAL FLORIDA

Office of Undergraduate Research

P.O. Box 161906
Orlando, FL 32816-1906

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

The staff of the University of Central Florida’s Office of Undergraduate Research (OUR) enthusiastically supports UCF’s application for the ACRL Excellence in Academic Libraries Award.

Throughout the academic year, the staff of the UCF Library work collectively to be an indispensable partner in helping us fulfill our mission to facilitate and increase undergraduate involvement in academic research, and foster a campus-wide culture of research. Every day, staff librarians, who themselves are highly knowledgeable as both generalists and specialists within and across disciplines, are always available to assist students engaged in every facet of the research process, and maintain an unprecedented array of physical and digital collections and resources. Through this partnership, not only do our student researchers have access to these resources virtually anywhere, we are able to archive and showcase major events, student scholarship, and instructional activities in highly visible and easily accessible physical and online spaces. For instance, each year, the library provides a large display space near the library entrance to share winning student research posters for one or more months. This collaboration is instrumental in helping us foster the highest caliber of undergraduate researcher as we work tirelessly to increase undergraduate participation in research through a variety of structured programs, workshops, faculty and student outreach, and funding and dissemination opportunities.

In addition to all of this, the UCF Library staff regularly volunteer their time to serve on our various development and planning committees (such as the Undergraduate Research Council and the Undergraduate Research Florida Statewide Symposium planning committee), judge at our annual poster showcase, and host site visits for groups of students participating in our Summer Research Academy, a pre-research course. This is on top of having an undergraduate research librarian with FTE hours dedicated specifically to supporting students and Undergraduate Research initiatives. The UCF Library also works to support our National Science Foundation program, LEARN, through class visits each year and one-on-one support, as needed. Last but not least, a team of UCF librarians have helped us develop a set of online modules to support student researchers through the process of writing their first literature review that is now included in an online resource available to all undergraduate researchers.

It is truly our honor to submit this letter of support on behalf of the UCF Library as they continue to play such an integral role in ensuring that UCF offers the best, most inclusive, most cutting edge undergraduate education available in Florida.

Sincerely,

Kimberly Schneider, PhD
Director of Undergraduate Research
Assistant Dean of Student Engagement

Phone: 407.823.3125 • Fax: 407.823.3115
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September 28, 2018

“The UCF Libraries system is a prized partner that provides outstanding services and resources that support student success and strong partnerships with faculty in our college.”



September 19, 2018

Association of College and Research Libraries
50 East Huron Street
Chicago, IL 60611

Dear Award Committee Members:

The Burnett Honors College enthusiastically supports the application by the University of Central Florida Libraries for the ACRL Excellence in Academic Libraries Award. The UCF Libraries system is a prized partner that provides outstanding services and resources that support student success and strong partnerships with faculty in our College.

UCF Subject Librarians are an integral part of the success of the Burnett Honors College’s signature Honors in the Major (HIM) thesis program. Established in 1989, Honors in the Major is the oldest and most prestigious undergraduate research program at UCF. The program is designed to encourage the best juniors and seniors to undertake original and independent work in their major field. Every year, hundreds of UCF students research, write, defend, and publish an original Honors thesis that serves as the capstone product of their undergraduate careers.

Central to the success of HIM is the support of various campus partners to enable our students to find and utilize the resources necessary to carry out their research projects. Every semester, UCF Subject Librarians offer orientations, workshops, and one-on-one research consultations for students who are writing Honors theses. Subject Librarians routinely reach out to program coordinators and thesis advisors as well to provide information about library resources and services. We especially value our librarians’ willingness to try new initiatives, methods of instruction or outreach efforts to better serve our students.

In addition, the UCF Libraries system also digitizes and publishes HIM theses through its STARS Institutional Repository, making the research available to researchers worldwide. Through this system, more than a quarter of a million UCF undergraduate theses have been downloaded. We are deeply appreciative of the reach STARS allows our students to have.

In summary, the Burnett Honors College greatly appreciates the services and resources that UCF Libraries provide. We fully support its bid for the prestigious ACRL award.

Sincerely,

Padmini D. Coopamah Waldron, Ph.D.

Director of Honors Research
Burnett Honors College

P.O. Box 161800 • Orlando, FL 32816-1800 • (407) 823-2076 • Fax: (407) 823-6583
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The Burnett Honors College



UNIVERSITY OF CENTRAL FLORIDA

Youcheng Wang, Ph.D.

Dean & William Peeper Destination Marketing
Preeminent Chair Professor
Rosen College of Hospitality Management
9907 Universal Blvd.
Orlando, FL 32819

October 3, 2018

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

I wholeheartedly support the University of Central Florida's application for the ACRL Excellence in Academic Libraries Award. In particular, I would like to offer a unique perspective by commenting on the Libraries' support for students at a branch campus.

I serve as the Dean of the Rosen College of Hospitality Management, a branch campus where our goal is to educate the future leaders of the hospitality industry. The vast majority of our more than 3,500 hospitality students take one or more courses every semester at our Rosen campus, which is located nearly 30 miles away from the main campus. We strive to provide them with the same – or better! – support services and tools as any UCF student.

Therefore, we are fortunate to have a specialized branch library on our campus, the Universal Orlando Foundation Library at the Rosen College. The Rosen Library is one of the few hospitality-specific libraries in existence, and as such it helps our College maintain its ranking as one of the top hospitality programs in the world.

The Rosen Library consistently fulfills the information needs of our Rosen College students, staff, and faculty, from scholarly journal articles to industry magazines to the latest books on subjects such as tourism, restaurants, events, entertainment, hotels, theme parks, and much more. The library also serves as a United Nations World Tourism Organization (UNWTO) depository library, a distinction held by only seven libraries in the United States!

Aside from having a top-notch collection, the library also features a talented and service-minded staff that frequently goes "the extra mile" to assist our students and faculty. For example, the Rosen Library hosts a number of academic support services, including University Writing Center consultations and accounting and finance tutoring sessions. They also provide

instructional services in courses of all types (face-to-face, mixed-mode, and fully online), ensuring that all of our students graduate with the knowledge of how to conduct research properly.

The Rosen Library also frequently provides information or services to hospitality industry professionals, as well as to members of the general public. This helps support our mission to partner with industry professionals and to be a leader in the field of hospitality education.

Of course, we do not rely solely upon the facility and staff of the Rosen Library, and we are fortunate to also have access to the full array of UCF Libraries collections and services. Indeed, many Rosen faculty and students use the library only virtually, whether downloading journal articles through a library database subscription, accessing an electronic book, or utilizing a library research guide or video. There are many ways to "use the library" these days, and we are grateful both for the online options and for the local facility, staff, and collections.

In summary, I believe the UCF Libraries is fully deserving of this award, and I hope my words have helped provide a useful perspective. Please don't hesitate to contact me if you have any questions or concerns.

Sincerely,

Dr. Youcheng Wang
Dean and William C. Peeper Preeminent Professor in Destination Marketing
Rosen College of Hospitality Management
407.903.8039
Youcheng.Wang@ucf.edu

.....
"The Rosen Library also frequently provides information or services to hospitality industry professionals, as well as members of the general public. This helps support our mission to partner with industry professionals and to be a leader in the field of hospitality education."





UNIVERSITY OF CENTRAL FLORIDA

UCF Global
P.O. Box 160130
Orlando, Florida 32816-0130

To Whom It May Concern,

I am writing to inform you of the delightful partnership UCF Global and the Curriculum Materials Center embarked upon this past fall.

As an Instructor at the School of Teacher Education at UCF, I am keenly aware of the amazing resource we have in the CMC. This fall when I began work at UCF Global, I knew that the CMC was a resource I must share with a group of individuals I am working with at Building Leadership for Change Through School Immersion (BLCSI), a program at UCF Global.

In my position at BLCSI, I monitor, supervise and scaffold international participants' progression on assignments and field experiences during a nine month visit to the United States. There are 60+ educational professionals (English teachers, Non-English teachers and Counselors) from Saudi Arabia currently a part of this program. One of the opportunities we like to provide our participants is workshops to enhance their professional development.

When I approached the Director of the CMC about an opportunity to take the international participants on a "field trip" to the CMC, I was welcomed with an immediate positive response and excitement. This was followed by a quick scheduling of a date and time to visit the CMC. We had 8 participants attend a presentation, walking tour and opportunity to utilize the many resources at the CMC. This field trip allowed our participants to learn about the technology, manipulatives, plethora of library books and resources at their disposal as members of the UCF community.

I want to thank Amy and the CMC staff for their warm welcome and eagerness to educate our international participants. It was thoroughly enjoyed by the BLCSI Saudi participants.

Wishing you well,
Jennifer Haddad

"As an Instructor at the School of Teacher Education at UCF, I am keenly aware of the amazing resource we have in the CMC. This fall when I began work at UCF Global, I knew that the CMC was a resource I must share with a group of individuals I am working with at Building Leadership for Change Through School Immersion (BLCSI), a program at UCF Global."



"During the seventeen years I have worked at the Orange County Public Library System, I have enjoyed a strong, productive partnership working with the UCF Libraries."

MARY ANNE HODEL Library Director/Chief Executive Officer



November 8, 2018

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 East Huron Street
Chicago, IL 60611

Dear Award Committee Members:

I am pleased to write this letter of support for the application of the University of Central Florida Libraries for the ACRL Excellence in Academic Libraries Award. During the seventeen years I have worked at the Orange County Public Library System, I have enjoyed a strong, productive partnership working with the UCF Libraries.

The single best example of our partnership efforts is Central Florida Memory, <http://www.cfmemory.org/>, a collaborative project which began in 2002 with three institutions: the Orange County Library System, the Orange County Regional History Center, and the UCF Libraries. Partners now include ten regional institutions, and local contributors as well. Central Florida Memory provides an online platform and focal point for gathering, preserving, and disseminating the documents, artifacts, and stories of the history of Central Florida. Our interest is in much more than just providing access to or heightening awareness of this history. This project provides educational resources and tools to enhance the delivery of instruction of history at all levels, especially fourth grade students and teachers learning Florida history through ready-made classroom materials. OCLS librarians created a learning environment in Second Life, and a group of librarians and teachers created exercises for students. Working closely together was a great learning experience for all of us.

The collection now includes over 80,000 images of historic materials. Diaries and letters describe the region and how people survived day-by-day in this extreme and rugged environment. Maps, photographs, and postcards illustrate how the region looked in the early years and how it changed over time. Voters' registration and funeral records and city directories provide demographic information that makes the picture of the Central Florida settler come into focus. Over the years two grants, a National Leadership Grant from the Institute for Museum and Library Services (IMLS) and a Library Services and Technology Act grant from IMLS, funded the addition of materials. Together, we have held programs at conferences and for the public in our region, introducing them to Central Florida Memory.

Historical material continues to be added to Central Florida Memory. UCF has continued to build its own digital collections as well. And we at OCLS have developed Orlando Memory, a digital archive designed to capture and preserve the stories, images and memories of our Orlando community. Orlando Memory is the story of Orlando, Florida told by its people. This year, Orange County Library System was honored by the Institute of Museum and Library Services with a 2018 National Medal for Museum and Library Services. We would be proud for the UCF Libraries to join us in being recognized with an award for academic library service. I am happy to recommend our Central Florida neighbor, based on our excellent cooperative working experiences. As UCF begins to build a campus in downtown Orlando, I look forward to more opportunities for cooperation, collaboration, and sharing.

Most sincerely,

Mary Anne Hodel
Library Director / Chief Executive Officer

Orange County Library System . 101 East Central Boulevard . Orlando, Florida 32801-2471
407-835-7323 . Fax: 407-835-7649 . website: www.ocls.info

Libraries and Louisiana State University Libraries partnering for subject librarian excellence,” and it outlined our work together over the preceding year.

The description of the ACRL Excellence Award names three criteria for the award, three ways that a library can demonstrate excellence as a team of librarians and staff in furthering the educational mission of its institution. The second of these, “Leadership in developing and implementing exemplary programs that other libraries can emulate” describes perfectly the role UCF Libraries has had with other libraries, specifically the library at LSU. Through visits to each other’s libraries and mentorship provided by UCF librarians as LSU developed its liaison program, UCF shared its successful liaison program with us. The poster presentation that Ms. Tierney and I collaborated on for the Charleston Conference is a further example of the UCF Libraries’ team providing leadership in developing and implementing a program that other libraries can emulate.

Thank you for giving me this chance to support the UCF Libraries in its application for the 2018 ACRL Excellence in Academic Libraries Award. My letter of support highlights one of many ways that the UCF Libraries demonstrates excellence in Academic Librarianship.

Should you have questions concerning what I’ve written, please contact me by phone or email, as described below.

Sincerely,

Lois Kuyper-Rushing
Associate Dean for Public & Collection Services
Louisiana State University
Baton Rouge, LA 70803
225-578-4622
lkuyper@lsu.edu



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“Through visits to each other’s libraries and mentorship provided by UCF librarians as LSU developed its liaison program, UCF shared its successful liaison program with us. The poster presentation that Ms. Tierney and I collaborated on for the Charleston Conference is a further example of the UCF Libraries’ team providing leadership in developing and implementing a program that other libraries can emulate.”

LSU LIBRARIES

Louisiana State University
285 Middleton Library
Baton Rouge, LA 70803

O 225-578-2217
libraries@lsu.edu

Wednesday, September 11, 2018

Association of College and Research Libraries
Excellence in Academic Libraries Award Committee
50 E. Huron Street
Chicago, IL 60611

Dear Members of the Award Committee:

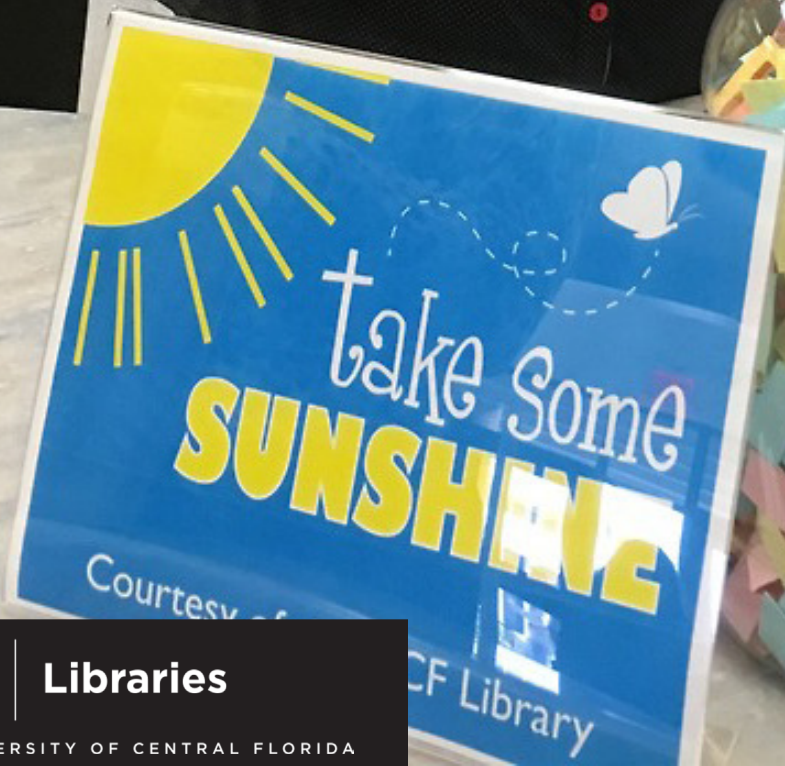
It is my pleasure to write this letter in support of University of Central Florida Libraries’ application for the ACRL Excellence in Academic Libraries Award. I do so from the vantage point of having worked with Penny Beile (Associate Director, Research, Education, & Engagement) and Barbara Tierney (Head, Research & Information Services) at the University of Central Florida (UCF) Libraries as we, at the Louisiana State University (LSU) Libraries, reimagined and redeveloped our library’s liaison program.

In 2015, Cristina Caminita, Head of Research and Instruction Services (RIS) at the LSU Libraries, and I visited six Association of Southeastern Research Libraries (ASERL) to see, among other things, successful liaison programs. Both Ms. Caminita and I were new in our roles at LSU, and we hoped to create a liaison program in which librarians reached out to our teaching faculty and students with instructional sessions, classroom presentations, and individual consultations as opposed to simply waiting behind the Reference desk for patrons to seek us out. We were particularly impressed with the program at UCF, and began a working relationship with Ms. Tierney shortly after our visit. We corresponded with her during the fall of 2015 as our RIS became more active in outreach and instruction. In January, 2016, Ms. Tierney came to LSU for a day-long workshop with our liaison librarians, a day in which we shared questions and concerns, answers and solutions.

In the fall of 2016, Ms. Tierney and I presented a Poster Session at the Charleston Conference and the manuscript of the accompanying paper has been published as part of the 2016 Charleston Conference Proceedings, hosted at Purdue University. The title of our presentation was “A tale of two liaison programs: University of Central Florida



Actions speak louder than words,
and yours tell an incredible story



UCF

Libraries

UNIVERSITY OF CENTRAL FLORIDA